

DEPARTMENT: Finance & Management Services

REPORTS TO: Information Technology Manager

SUPERVISES: May provide lead direction on a project basis.

DEFINITION:

Analyzes, maintains, supports, and enhances a variety of business critical software applications including GIS. Develops new systems and programs. Requires knowledge of multiple operating systems and programming languages. Supports and trains users.

ESSENTIAL JOB FUNCTIONS- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Maintains, analyzes and modifies existing data systems including Land applications, Geographic Information Systems (GIS), Permit Tracking System, Work Orders, ParcSoft, Wallace Forms, ArcView, GreshamView, report writing programs, utility billing, purchasing, finance and budget applications.

Develops new systems or programs requiring analysis, design, coding and testing. Analyzes test results to detect technical or logical errors. Works with users to design the user interface and program processes.

Serves as project coordinator of application software procurement, implementation and/or development for assigned area/project. Establishes schedules and deadlines for completion of projects. Works with software vendors to ensure that migration and implementation of new systems function as planned.

Produces complex reports according to user specifications. Assist users in performing analysis of data and understanding the capabilities of the data systems.

Provides information and assistance to technical and non-technical users; resolves operational problems for assigned area.

Compiles documentation of program logic and subsequent revisions. Develops documentation, guides, and instructions for users and operations. Trains users as needed.

Understands and analyzes systems management activities relating to hardware, application security, and other environmental issues, and conveys requirements to systems administrator as needed.

OTHER JOB FUNCTIONS

Provides night and weekend data processing support for emergencies, and on call support as needed.

Attends user group and other information technology conferences, seminars and related meetings.

Performs other related duties as assigned.

WORKING CONDITIONS:

Duties are primarily performed in an office environment while sitting at a desk or computer terminal for extended periods of time. Travel to and from meetings is required. Subject to 24-hour call back for emergency conditions. Overtime may be required during project implementation phase or troubleshooting applications.

QUALIFICATIONS:Knowledge of:

- Data base design principles and techniques.
- Specialized business application programs and languages.
- System and program design and documentation techniques.
- Operating systems and peripheral devices.
- Structured analysis techniques and methods.
- Office procedures and processes.
- Current literature, trends, and developments in the field including web-base applications.
- Practical and logical application of computer equipment to problem-solving.
- Project management methods and techniques.

Ability to:

- Analyze procedural operations and to organize them into a logical system.
- Evaluate systems and routines and understand user needs.
- Analyze and resolve application problems and write new programming code.
- Provide maintenance and support for complex systems.
- Remain current with technical developments in the field.
- Clearly document programs, systems, and procedures.
- Communicate effectively and to convey technical information to others.
- Provide lead direction on a project basis to both internal and external customers.
- Work independently or as part of a team.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Bachelor's degree in Computer Science or related field and three to five years of progressively responsible professional level software programming, operating systems and analysis experience.

Licenses, Certificates, and Other Requirements

Valid driver's license.